



STATE OF CALIFORNIA

*Gray Davis, Governor*

HEALTH AND HUMAN SERVICES AGENCY

*Grantland Johnson, Secretary*

DEPARTMENT OF SOCIAL SERVICES

*Rita Saenz, Director*



## CONTACT:

Ombudsman for Foster Care  
Department of Social Services  
744 P Street, MS 9-025  
Sacramento, CA 95814



Call: 1- 877-846-1602

FAX: (916) 651-6568

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California State Office of the  
OMBUDSMAN  
for FOSTER CARE  
744 P Street, MS 9-025  
Sacramento, CA 95814

*California State*

Office  
of the

OMBUDSMAN

for

**FOSTER  
CARE**



CALL  
**1-877-846-1602**

TOLL FREE

*An independent resource for  
reviewing issues concerning  
foster care youth*

## THE FOSTER CARE OMBUDSMAN PROGRAM

- ✓ The Foster Care Ombudsman's Office is empowered to investigate complaints about state and local agencies regarding foster care.
- ✓ The Office has dedicated, caring staff in both Sacramento and Los Angeles to help address your concerns.
- ✓ The California Legislature directed that a Foster Care Ombudsman's Office be established to provide an independent forum for review and resolution of concerns related to the care, placement or services provided to children and youth placed in foster care.
- ✓ The Foster Care Ombudsman Office is an autonomous entity with the California Department of Social Services.

*"Ombudsman" is a Swedish term of long and honorable tradition. Ombudsmen help people resolve their difference with public officials.*



### CONCERNED?

Are you concerned about the care, treatment or services provided to children and youth receiving foster care services?

## CALL THE FOSTER CARE HELP LINE

# 1-877-846-1602

THIS IS A FREE CALL  
[Fosteryouthhelp@dss.ca.gov](mailto:Fosteryouthhelp@dss.ca.gov)  
[www.fosteryouthhelp.ca.gov](http://www.fosteryouthhelp.ca.gov)

## FOSTER CARE OMBUDSMAN

- ✓ Listens to your concerns
- ✓ Documents your complaints
- ✓ Gathers all relevant information
- ✓ Remains neutral and impartial
- ✓ Formulates a process for possible resolution and makes recommendations
- ✓ Gives feedback on actions and recommendations to every complainant.

It is the policy of this Office to maintain confidentiality of the information provided to the extent possible. Exceptions to this policy will be discussed with complainants and callers will be informed that all reports of child abuse or neglect must be reported by law.

